

South Carolina State Library - Services to South Carolina State Government

Frequently Asked Questions

Does the South Carolina State Library have an Internet site?

SC Connects for State Government (<http://www.state.sc.us/scsl/den>) is the Library's web site specifically designed to assist state government. This web site contains links to the Library's catalog, **webLION**, many full-text databases and other electronic information sources, the Library's training calendar, and the e-mail reference desk. State employees with library cards can electronically request titles that they locate in the Library's catalog, **webLION** (<http://www.state.sc.us/scsl/scslweb/welcome.html>).

What information services are available from the State Library for South Carolina state employees?

The Library's reference staff provides research assistance to state government employees to locate information needed in their work. Phone (803) 734-8026 to be connected to the Information Desk or e-mail work-related questions to: reference@leo.scsl.state.sc.us. If using e-mail, please include a phone number.

If the State Library does not own a requested item, the Library can usually locate and borrow the item from other library. Fees may be charged, depending on the supplier of the requested material.

What types of information and materials are available to S.C. state employees from the State Library?

The Library collects non-fiction books, journals, newspapers, and U.S. federal government and S.C. state government document publications. Audiovisual materials are also purchased to support state government training needs. Access to electronic information databases, including **DISCUS** databases, is offered to anyone within the library as well from home or office for registered employees who have Internet access.

The Library provides free Internet access at public workstations. Library visitors must present photo identification or a State Library card to register to use workstations for a one hour session (maximum limit of 2 sessions per day). Users must observe the Library's Internet Use Policy and Procedures, which are posted.

As a South Carolina state government employee, what training is available to me from the State Library?

The Library's reference staff regularly provide training on the Library's information resources and how to effectively locate information. Connect to: <http://www.state.sc.us/scsl/den> and click on "Instruction and Classes." The Library's fully-equipped computer training facility accommodates 17 people. Programs can also be held at a state agency's location. Phone Brenda Boyd (803/734-8628) for more information.

Who is eligible for a South Carolina State Library Card?

Cards may be issued to state legislators, elected and appointed state officials, permanent state government employees, eligible retired state employees, and individuals employed by the news media. Eligible persons must complete a library card application form. First-time borrowers are limited to a maximum of 5 items.

Library materials checked out on a borrower's card are the responsibility of that borrower until the items are returned to and discharged by the library. Borrowers assume full financial responsibility for materials.

What are the lending and copy policies of the South Carolina State Library?

Loan periods: 28 days for books, government documents, and non-booked AV materials; 14 days for periodicals (magazines) and items on reserve; 7 days for booked AV materials.

Renewals: Items can be renewed, provided that no one else has requested the item, by phoning (803) 734-8026, or renew online by using the "My Account" feature of the library's catalog, **webLION**.

Reserves or holds: If an item is checked out, a reserve can be placed on it. Phone (803) 734-8026 for assistance. When the item becomes available, you will be notified by phone. Reserves can be cancelled online by using the "My Account" feature of the library's catalog, **webLION**.

Overdue charges: No overdue fines are charged.

Lost and Damaged Item Fines: Lost items - replacement costs for lost library materials are billed to the borrower. Charges are assessed according to schedules contained in the State Library's Library Use Policy. Damaged items -an \$8.00 charge per damaged item will be billed to the borrower. The State Library retains ownership of the damaged item. If the item cannot be repaired, the full price of the item will be assessed in order to obtain a replacement copy.

Refund policy: If a lost item is subsequently located and returned in good condition, refunds for the charges paid by a borrower can be made within the same fiscal year. Phone Information Desk (803) 734-8026.

Lost cards: A replacement card will be issued upon a borrower's request. Until the State Library is notified of a lost card, the borrower is responsible for all loans made with that card.

Delivery of library materials: Library materials may be picked up at the Information Desk of the State Library, 1500 Senate Street (corner of Senate and Bull Streets). Materials may also be sent to state employees via the state's Interagency Mail Service (IMS), provided that the employee's agency is a participant in the IMS program and the employee specifically requests this type of delivery. The borrower assumes full financial responsibility for all library materials sent to them via IMS while materials are in transit.

Copy/Fax service: Copies made at public copiers are 10 cents per page. Printouts obtained from PC workstations are 10 cents per sheet after the first 5 sheets. Requested items may be faxed to state government employees at a charge of 10 cents per page for local calls, and 30 cents per page, long-distance. State government employees may bill copy charges to their agency if their employer's policies permit this.

South Carolina State Library

Information Services

1500 Senate Street , P. O. Box 11469

Columbia, SC 29211

Phone: (803) 734-8026; Fax: (803) 734-4757

e-mail: reference@leo.scsl.state.sc.us

website: <http://www.state.sc.us/scsl/den>

Hours: 8:30 a.m. to 5:00 p.m. Monday-Friday; closed weekends and state holidays.